



## PARTNERING WITH YOU TO AVOID HOSPITAL READMISSIONS

Here at ACC Adult Home Care our efforts in helping clients stay home, safely and avoid unnecessary hospital readmissions is a priority. Now more than ever, “staying home safe,” is a phrase that resonates with everyone. ACC Adult Home Care’s commitment to our healthcare partners is to continue to educate our staff, families and community on the importance of being safe and well cared for at home. Our goal is to ensure that patient’s returning home from a hospital or SNF admission, stay home. Our professional caregiving team is in constant communication with our Care Manager/RN making sure all concerns are addressed carefully before making any decisions of transfers to ER. The health and safety of our clients is paramount. For over 15 years, ACC Adult Home Care has continually raised the bar for standards of care in the in-home assisted living field. Rest assured, we are alert and prepared for the needs of our clients and community.

Whether it is our above and beyond approach to prevention, our high standards of care, our charity in and around our community, or our personal health and safety conduct in our own lives, ACC Adult Home Care is here for you, your loved ones or patients. We are truly “IN THIS TOGETHER”.

### OUR COMMITMENT TO SAFETY

ACC Adult Home Care has been following the spread of this novel coronavirus since the beginning. We have stepped up our protocol to go beyond just what the CDC and WHO have recommended, which - at this time - still hasn't addressed ancillary healthcare fields such as ours. Because of that, we have taken what the CDC and WHO have designated as guidelines as a "bare-minimum" approach and implemented extra measures to ensure that our clients, as well as our caregivers and office staff are as protected as much as possible.

### WHAT ARE WE DOING?

Aside from our normal health and safety protocols, we are:

- Monitoring caregiver temperatures prior to their shifts.
- Disinfecting all commonly touched surfaces **before and after** every shift.
- Wearing gloves and masks upon entering the home.
- Washing hands upon arrival and frequently throughout their shifts.
- Wearing masks when working within 6 feet of our clients.
- Wearing masks and gloves when providing direct care, such as during grooming, toileting, transferring, etc.
- Wearing masks and gloves when running errands for our clients.
- Increasing communication even more between office personnel and caregivers daily.
- Following quarantine procedures.
- Respecting and adhering to restricted travel orders, stay-in-place orders, and other guidelines while not on duty.
- Adhering to any reasonable requests that each client/family may have.
- Implementing more PPE (Personal Protective Equipment) as it becomes available.

## What our clients are saying!

**“I reached out to Adult Home Care because they had taken care of my sister-in-law in her final days, and I only live in Cleveland 6 months of the year. I started out with half day care and later round the clock care. Melva Sherwood, a nurse and owner of Adult Home Care, worked closely with me and her staff to ensure Dawn’s needs were always met. I recommend the services of Adult Home care, which gave me peace of mind that Dawn’s needs were constantly met up to her passing away” ~ Smitty Haller**

## REACHING THE COMMUNITY DURING THESE TRYING TIMES

ACC Adult Home Care has taken the initiative to reach out to community programs and services, senior communities, nursing facilities, among others, to provide food supplies, essential home products and lunches to help during this pandemic. We are committed to being there for our community today and tomorrow.

## MEET OUR FAMILY OF EXPERTS

Let us introduce you to our team of experts in our corporate office



Melva Sherwood, RN, Care Manager, RN, Founder – Melva has been a nurse for over 25 years. She started ACC in 2005 with one goal in mind; to provide quality, honest care to those in need, while in their safety of their homes.



Aaron Weaver, Business Development Manager – Aaron is a Vermilion local and has been part of our team since 2014. He brings a diverse background in marketing, distribution, and nursing/homecare experience. His number one priority is providing honest and effective service to our clients, families and franchisees.



Kylee Betzel, Office Manager/Schedule Coordinator – Kylee has been with our team since 2018. Prior to her current position, she was a caregiver for over 12 years. She enjoys assisting families with schedules and ensuring their loved ones are taken care of.



Liz Elden, Billing Specialist – Liz has been part of our team since 2018. She brings years of experience in economics and customer service. Her priority is to provide honest, clear and accurate billing and payroll services to our clients, families and staff.



Lianep Carrion, Community Liaison – Lianep has been with our team since January. She has over 15 years of marketing experience. Her main goal is to educate families and clients on our services and represent ACC in the community.